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FOR IMMEDIATE RELEASE

Georgetown, SC, March 18, 2020 – Due to the current COVID-19 declared state of emergency, the City of Georgetown announced today that, effective March 18, 2020 through April 30, 2020, the City will suspend assessing penalties for non-payment of utility bills. As previously noted, effective today, the convenience service fee will be suspended temporarily. Our software provider is still working on this change but, in the meantime, the City will credit utility accounts with the credit card service fee paid.

These measures will be assessed and updated as the City monitors the state of emergency due to the COVID-19. Customers with utility bills that included penalties prior to March 18th will need to pay them or make payment arrangements with the City's Finance Department, (843) 545-4007.

As indicated previously, the City will not cut off utilities for non-payment. This does not mean that the City will waive payments for the consumption of water, electricity, sewer, stormwater, and trash pickup services. During this period, the City will not send out delinquent notices. **The City highly recommends utility customers to pay their bills on time in order for the City to continue providing an acceptable level of services during this emergency situation.** Payments will only be accepted in the follow manners:

- (1) Over the phone (843) 545-4007 or (843) 545-4048.
- (2) Online with debit/credit card at www.georgetownsc.gov.
- (3) The drive-through window or the drop off box at City Hall; and
- (4) By mail (PO Box 939, Georgetown, SC 29442)

The City encourages utility customers to enroll on automatic withdrawal. Please call (843) 545-4007 for instructions.

Further, the City will not issue public events permits for more than 10 people. This amount will be updated according to future recommendations from SCDHEC and the CDC.

Useful information on the COVID-19 may be found at:

- Centers for Disease Control (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- SCDHEC Care Line at 1-855-472-3432 and <https://www.scdhec.gov/infectious-diseases/viruses/coronavirus-disease-2019-covid-19>
- Tidelands Health: <https://www.tidelandshealth.org/coronavirus/>

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